

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION
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FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0082

ORIGINAL

Regarding a complaint by (Person making the complaint): Wesley Wilson

Against (Utility name): MCI Worldcom

As to (Reason for complaint) Misrepresented cost of service to customer

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7337 South Shore Drive Unit 1429 Chicago, IL 60649

The service address that I am complaining about is 7337 South Shore Drive Unit 1429 Chicago, IL 60649

My home telephone is [773] 731-3101

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 491-9685

(Full name of utility company) MCI Worldcom (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

FALSE ADVERTISEMENT.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

ILLINOIS
COMMERCE COMMISSION
2003 FEB -5 P 2:06
CHIEF CLERK'S OFFICE

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. I WAS CALLED BY AN MCI SALES REP SELLING LOCAL PHONE SERVICE. I TOLD THEM THAT I WASN'T INTERESTED UNLESS THEY HAD A BETTER DEAL THAN WHAT I HAD.
2. THE REP THEN TOLD ME THAT I COULD GET UNLIMITED CALLS WITHIN MY BASIC AND EXTENDED LOCAL CALLING AREAS. I GAVE THE REP SEVERAL NUMBERS WHICH INCLUDED 773-570-4265. I WAS TOLD THAT THAT NUMBER WAS WITHIN MY BASIC AREA.
3. MCI SENT ME A USER'S GUIDE VERIFYING MY "UNLIMITED LOCAL CALLS" WITHIN MY BASIC AND EXTENDED LOCAL CALLING AREAS FOR \$10.99.
4. MCI THEN BILLED ME BY THE MINUTE FOR CALLS MADE TO 773-570-4265.

Please clearly state what you want the Commission to do in this case:

1. HAVE A HEARING ON THIS MATTER.
2. CREDIT MY ACCOUNT FOR CALLS MADE TO 773-570-4265.

Date: 1/23/03
(Month, day, year)

Complainant's Signature [Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

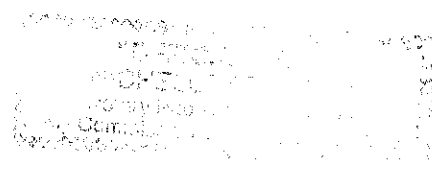
A notary public must witness the completion of this part of the form.

I, WESLEY W. WILSON, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) 1/23/03

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.